

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Complaints Officer	Grade: PO1 – PO2
Section: Resident Engagement	Directorate: Chief Executive's Group
Responsible to following manager: Adults' and Children's Complaints Manager/Corporate and Ombudsman Complaints Manager	Responsible for following staff: Non-Applicable
Post Number/s:	Last review date: January 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- Responsible for handling both Councils' incoming complaints, for publicising and administering the principles of the Councils complaints processes and working with the Complaints Manager to regularly review and adapt the procedures to ensure they remain effective and efficient mechanisms for dealing with complaints from the public.

Specific Duties and Responsibilities:

- In respect of;
 - Statutory adult social care complaints
 - Statutory complaints under the Children Act
 - Corporate Complaints
 - Ombudsman investigations
- To support the Adults' and Children's Complaints Manager and Corporate and Ombudsman Complaints Manager in the ongoing review of complaints procedures across the organisation, ensuring that procedures and protocols are in place for the successful handling of complaints including where these involve other statutory agencies, contracted-out services and external organisations
- To maintain, review and update where necessary all information for the public and for internal staff on the separate procedures for complaints, including hard copy leaflets, web pages and template letters
- To act as the first point of contact for members of the public who wish to make a complaint under one of the procedures
- To manage a personal caseload of complaints, working with colleagues in Departments to ensure that responses are provided in line with statutory and corporate timescales
- To provide advice and support to Councillors, Directors, Assistant Directors, senior officers, and service managers on individual complaints and complainants
- To log new complaints and to record, monitor and report on progress of complaints and compliance with statutory and corporate procedures as required
- To identify cases of possible safeguarding concern and where necessary to ensure appropriate referrals or alerts are made
- To identify cases of potential data protection concerns from data subjects exercising their rights (reporting data breaches, or information requests FOI / SAR etc) and work closely to resolve such matters with the Information Governance Team

And in respect of statutory Children's Act complaints only;

- To set up and recruit members for Specialist Children's Services stage 3 Review Panels and provide any further administrative support to the Panels as required by the Adults' and Children's Complaints Manager

For all work

- To undertake all duties and interactions with employees, partner providers and customer fairly, without unlawful discrimination and with due regard to Equality and Diversity in Employment and Service Delivery Policies
- To ensure that the complaints services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils

Link to PO2

- Responsible for complaints' process reviews, drafting associated reports, communications materials and implementation
- Responsible for complex and sensitive cases and those cutting across external provider organisations ensuring all relevant parties are appropriately involved

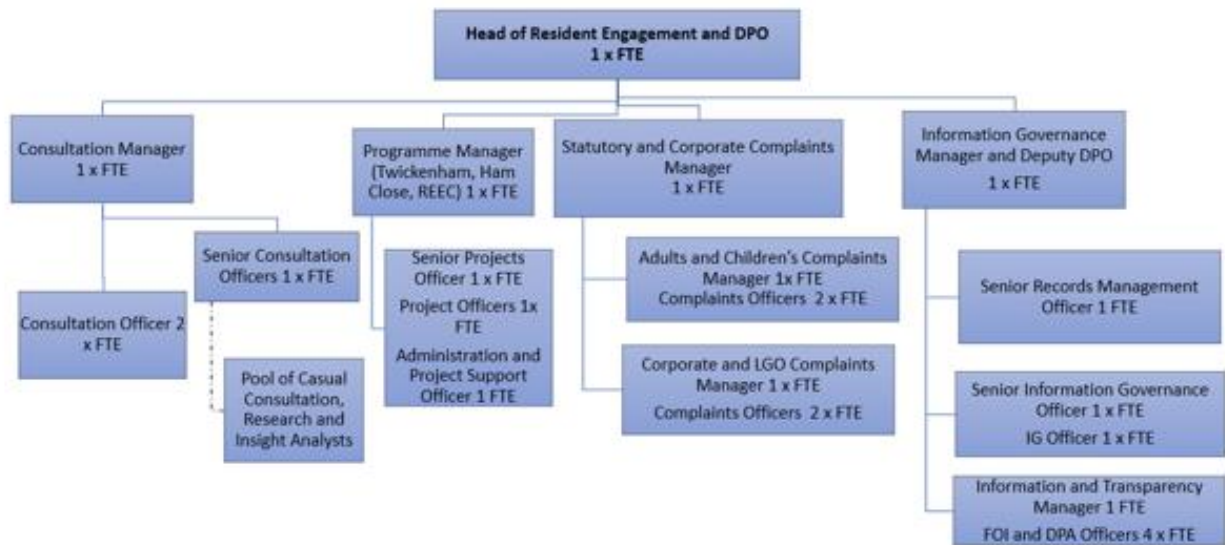
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the Council
- The profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- Post holder may be expected to work flexibly across two locations (Wandsworth Town Hall and Twickenham Civic Centre in respect of Richmond).

Current team structure



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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of at least one aspect of relevant legislation (Ombudsman, Adult Social care and Children Act) or extensive knowledge of complex complaints handling.	X		A,I
A good understanding of complaints handling processes and/or of adults and children's social care	X		A,I

services and their inter-relationships with other, similar services in the statutory, private and independent sector.			
A clear understanding of data protection issues and client confidentiality.	X		A,I
A clear understanding and commitment to equalities, diversity and inclusion.	X		A,I
Experience	Essential	Desirable	Assessed
Experience of handling/resolving complaints (at least one of Ombudsman, Corporate, Adult Social Care and Children Act) or complex customer service queries.	X		A,I
Experience of, and competency in, a range of Microsoft Office 365 software, including Word, Excel and Outlook, Access desirable, also SharePoint and Case Management Systems.	X		A,I,T
Skills	Essential	Desirable	Assessed
Strong interpersonal skills and the ability to communicate well with a wide range of people (e.g. members of the public, service users, providers of services), and to be able to effectively represent the Directorate both within the Council and with partner organisation.	X		A,I,T
Strong collaboration and inclusivity skills with the ability to work as part of a close, supportive team.	X		A,I
Ability to analyse and interpret complex information and present the essential elements, both verbally and in written and/or numerical format, in a clear and accessible way.	X		A,T
Ability to work within different policy frameworks and follow a process or protocols within set guidelines.	X		A,I
Ability to organise and prioritise own workload, within defined requirements for the role, in a fast-paced environment.	X		A,I
Qualifications	Essential	Desirable	Assessed
Grade C or above in GCSE English and Mathematics or equivalent.	X		C
Accredited complaints qualification.		X	C

A – Application form**I – Interview****T – Test****C - Certificate**